

Helpful Information

About Regional Service Centers

of the Deaf and Hard of Hearing

Committed to removing communication barriers in the community



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Washington State
Department of Social
& Health Services

ODHH Office of the Deaf
and Hard of Hearing

Providing information, resources, advocacy, education and training to people who are deaf, hard of hearing and deaf-blind; and to communities in Washington.

Hearing loss is an invisible disability that affects people of all ages, race and ethnic backgrounds.


The Office of the Deaf and Hard of Hearing (ODHH) has partnerships with 7 non-profit Regional Service Centers (RSC) that are located throughout the State of Washington. The Regional Service Centers are committed to helping people who have a hearing loss so that they have the opportunity to fully interact and participate with the general public.

The Community We Serve:

- Deaf
- Hard of Hearing
- Deaf-Blind
- Late-Deafened
- General Public

Centers provide information, referral, and advocacy for and on behalf of people who have a hearing loss. Centers have specially trained staff to:

- Provide direct client services to people who have a hearing loss
- Advocate for improved communication access at home, work and in public



Centers advocate for the deaf, hard of hearing and deaf-blind community by providing education and training to the general public.



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Regional Service Center Advocates build community partnerships with people and organizations to improve communication access. Outreach efforts are aimed to remove barriers that prevent people from enjoying self-sufficiency. Advocates reach out to:

- State and local government agencies
- Social services organizations
- Businesses
- Employers
- Teachers
- Friends
- Family



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Education and Training

Regional Service Centers provide learning opportunities for public and private organizations to improve communication with people who are deaf, hard of hearing and deaf-blind. Topics include:

- Understanding the Americans with Disabilities Act (ADA) and other laws to provide accommodations for people who are deaf, hard of hearing and deaf-blind
- Understanding the language and culture of deaf people
- Providing sign language interpreters
- Developing ways to improve communication with people who have hearing loss
- Selecting assistive telecommunication equipment

Assistive Listening System

Regional Service Centers have an Assistive Listening System (ALS) to loan to individuals, small groups, businesses and government agencies for a small maintenance fee. The Assistive Listening System is used by people who have hearing loss to help them hear and communicate clearly one-on-one, in groups and public meetings.

Information and Referral

At the request of members of the public, Regional Service Centers provide resources that have information on programs and services offered to people who are deaf, hard of hearing and deaf-blind. Regional Service Centers can answer questions like:

- How do I get interpreters?
- What do I need to know to buy a hearing aid?
- What is Communication Access Real-time Translation (CART)?
- What communication technology is available for deaf, hard of hearing and deaf-blind people to use?

Your Regional Service Center is here to provide information and referral, and to answer your questions related to removing barriers experienced by community members who are deaf, hard of hearing and deaf-blind.



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Real-time Captioning



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Interpreting Services



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**Assistive Listening
System**

RSC locations and contact information

*Staff will travel to serve clients and others who are interested.
For more information, contact the RSC that serves your county.*

Bellingham

*Serving Island, San Juan, Skagit and
Whatcom counties*

**Hearing, Speech & Deafness Center
(HSDC)**
114 W. Magnolia Street, Suite 106
Bellingham, WA 98225

Voice: (360) 647-0910

TTY: (360) 647-8508

Toll Free: 1-866-647-0910 Voice

Toll Free: 1-877-647-8508 TTY

FAX: (360) 647-0923

Videophone: (360) 255-7167

Email: bellingham@hsvc.org

Website: www.hsvc.org

Pasco

*Serving Adams, Asotin, Benton,
Columbia, Franklin, Garfield and Walla
Walla counties*

**South Eastern Washington Service
Center of the Deaf and Hard of
Hearing (SEWSCDHH)**
124 N. 5th Avenue
Pasco, WA 99301

Voice: (509) 543-9644

TTY: (509) 543-9649

Toll Free: 1-888-543-6598 Voice/TTY

FAX: (509) 543-3329

Videophone: (509) 416-2221

Email: info@sewscdhh.org

Website: www.sewscdhh.org

Seattle

*Serving Clallam, Jefferson, King, Kitsap
and Snohomish counties*

**Hearing, Speech & Deafness Center
(HSDC)**
1625 19th Avenue
Seattle, WA 98122

Voice: (206) 323-5770

TTY: (206) 388-1275

Toll Free: 1-888-222-5036 Voice

Toll Free: 1-800-761-2821 TTY

FAX: (206) 328-6871

Videophone: (206) 452-7953

Email: seattle@hsvc.org

Website: www.hsvc.org

Spokane

*Serving Chelan, Douglas, Ferry, Grant,
Lincoln, Okanogan, Pend Oreille,
Spokane, Stevens and Whitman
counties*

Hearing Loss Center (HLC)
1206 N. Howard Street
Spokane, WA 99201

Voice/TTY: (509) 328-9220

Toll Free: 1-800-214-3323 Voice/TTY

FAX: (509) 327-4622

Videophone: (206) 315-2288

Email: info@hlc-ewa.org

Website: www.hlc-ewa.org

Tacoma

Serving Grays Harbor, Mason, Pierce and Thurston counties

Hearing, Speech & Deafness Center (HSDC)
3516 S. 47th Street, Suite 200
Tacoma, WA 98409

Voice: (253) 475-0782

TTY: (253) 474-1748

Toll Free: 1-866-421-5560 Voice

Toll Free: 1-866-698-1748 TTY

Videophone: (253) 292-2209

Email: tacoma@hcdc.org

Website: www.hcdc.org

Vancouver

Serving Clark, Cowlitz, Lewis, Pacific, Skamania and Wahkiakum counties

Southwest Washington Center of the Deaf and Hard of Hearing (SWCDHH)
301 SE Hearthwood Blvd
Vancouver, WA 98684

Voice: (360) 695-3364

TTY: (360) 695-9720

WA Toll Free: 1-866-695-6777 V/TTY

FAX: (360) 695-2706

Videophone: (360) 334-5740

Email: frontdesk@swcdhh.org

Website: www.swcdhh.org

Yakima

Serving Kittitas, Klickitat and Yakima counties

Hearing Loss Center (HLC)
1520 S. 36th Avenue
Yakima, WA 98909

Toll Free: 1-800-214-3323 Voice/TTY

FAX: (509) 327-4622

Videophone: (509) 315-2288

Email: info@hlc-ewa.org

Website: www.hlc-ewa.org

Deaf-Blind Services

Serving State-wide

Deaf-Blind Service Center (DBSC)
1620 18th Avenue, Suite 200
Seattle, WA 98122

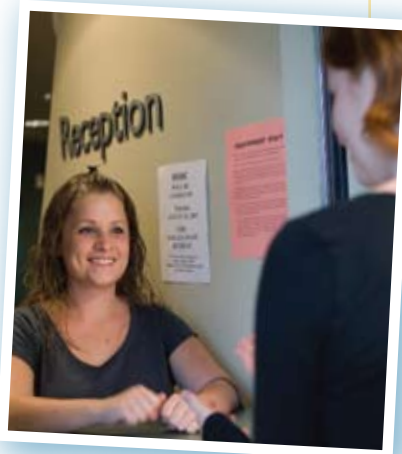
TTY: (206) 323-9178

FAX: (206) 328-8497

Videophone: (206) 455-7932

Email: info@seattledbsc.org

Website: www.seattledbsc.org



How to contact

ODHH

Office of the Deaf
and Hard of Hearing
PO Box 45300
Olympia, WA 98504-5300

(800) 422-7930 Voice/TTY

(360) 902-8000 Voice/TTY

(360) 902-0855 Fax

(360) 339-7382 Videophone

odhh@dshs.wa.gov Email

Visit us online!
<http://odhh.dshs.wa.gov>

